

File 16:Gale Group PROMT(R) 1990-2004/Jan 09
(c) 2004 The Gale Group
File 148:Gale Group Trade & Industry DB 1976-2004/Jan 09
(c)2004 The Gale Group
File 160:Gale Group PROMT(R) 1972-1989
(c) 1999 The Gale Group
File 275:Gale Group Computer DB(TM) 1983-2004/Jan 09
(c) 2004 The Gale Group
File 621:Gale Group New Prod.Annou.(R) 1985-2004/Jan 09
(c) 2004 The Gale Group
File 636:Gale Group Newsletter DB(TM) 1987-2004/Jan 09
(c) 2004 The Gale Group
File 9:Business & Industry(R) Jul/1994-2004/Jan 08
(c) 2004 Resp. DB Svcs.
File 15:ABI/Inform(R) 1971-2004/Jan 09
(c) 2004 ProQuest Info&Learning
File 20:Dialog Global Reporter 1997-2004/Jan 09
(c) 2004 The Dialog Corp.
File 95:TEME-Technology & Management 1989-2004/Dec W3
(c) 2004 FIZ TECHNIK
File 476:Financial Times Fulltext 1982-2004/Jan 09
(c) 2004 Financial Times Ltd
File 610:Business Wire 1999-2004/Jan 09
(c) 2004 Business Wire.
File 613:PR Newswire 1999-2004/Jan 09
(c) 2004 PR Newswire Association Inc
File 624:McGraw-Hill Publications 1985-2004/Jan 09
(c) 2004 McGraw-Hill Co. Inc
File 634:San Jose Mercury Jun 1985-2004/Jan 08
(c) 2004 San Jose Mercury News
File 810:Business Wire 1986-1999/Feb 28
(c) 1999 Business Wire
File 813:PR Newswire 1987-1999/Apr 30
(c) 1999 PR Newswire Association Inc
File 8:EI Compendex(R) 1970-2004/Dec W4
(c) 2004 Elsevier Eng. Info. Inc.
File 94:JICST-EPlus 1985-2004/Jan W1
(c)2004 Japan Science and Tech Corp(JST)
File 6:NTIS 1964-2004/Jan W2
(c) 2004 NTIS, Intl Cpyrght All Rights Res
File 34:SciSearch(R) Cited Ref Sci 1990-2004/Jan W1
(c) 2004 Inst for Sci Info
File 434:SciSearch(R) Cited Ref Sci 1974-1989/Dec
(c) 1998 Inst for Sci Info
File 7:Social SciSearch(R) 1972-2004/Jan W1
(c) 2004 Inst for Sci Info

Set	Items	Description
S1	18093	(CUSTOMER OR CUSTOMERS OR INDIVIDUAL OR INDIVIDUALS) () (ACQ- UISITION? OR RETENTION?) (5N) (COST OR COSTS)
S2	1501	INVEST?(5N) (CUSTOMER OR INDIVIDUAL OR INDIVIDUALS) () (RETEN- TION? OR ACQUISITION? OR DEFECTION?)
S3	476011	(VALUE OR VALUAT? OR WORTH?) (3N) (ESTIMAT? OR FORECAST? OR - MEASUR? OR BASED)
S4	2983	(PROFIT()MARGIN?) (3N) (ESTIMAT? OR FORECAST? OR MEASUR?)
S5	926	LIFETIME() (VALUE OR VALUES OR VALUAT?) (3N) (ESTIMAT? OR FOR- ECAST? OR MEASUR?)
S6	213	(LONG()TERM()PROFIT?) (3N) (ESTIMAT? OR FORECAST? OR MEASUR?)
S7	315011	(FUTURE OR PROJECTED OR PROJECTIONS) (3N) (PROFIT OR PROFITS OR INCOME OR REVENUE?)
S8	36978	AU=(CHENG, C? OR CHENG C ? OR LEE, S ? OR LEE S?)
S9	35	S1(3N) (S3 OR S4 OR S7)
S10	28	S9 NOT PY>2000
S11	10	RD (unique items)
S12	37	S2(S) (S3 OR S4 OR S7)

S13	37	S12 NOT S1
S14	7	S13 NOT PY>2000
S15	6	RD (unique items)
S16	10	(S1 OR S2) (S) (S5 OR S6)
S17	9	S16 NOT (S11 OR S15)
S18	1	S17 NOT PY>2000

=> d hist

(FILE 'HOME' ENTERED AT 10:18:54 ON 12 JAN 2004)

FILE 'CONFSCI' ENTERED AT 10:19:02 ON 12 JAN 2004

L1 0 S LIFETIME() (VALUE OR VALUES OR VALUAT?) (3N) (ESTIMAT? OR FORECA